



United States of America  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

Michael Morisy  
MuckRock News DEPT MR 6444  
PO Box 55819  
Boston, MA 02205

AUG 28 2013

Re: FOIA-2013-01224  
Federal Express

Dear Mr. Morisy:

This is in response to your request dated August 06, 2013, under the Freedom of Information Act seeking access to all complaints filed with the Federal Trade Commission regarding Federal Express. In accordance with the FOIA and agency policy, we have searched our records, as of August 06, 2013, the date we received your request in our FOIA office.

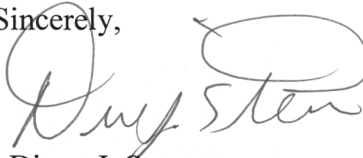
We have located over 4000 pages of responsive complaints. We are withholding 345 pages of the complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

Enclosed are 3832 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large loop at the end of the last name.

Dione J. Stearns  
Assistant General Counsel

Enclosed: CD-Rom